

## **Problem - Vise not working properly**

### **User Approach -**

Vermeer Service team attended a D24X40 Series II machine wherein vise was not working in properly. The machine was attended by a Non-Vermeer person before Vermeer Visit and advised to change vise harness.

### **Vermeer Visit and Solution –**

Vermeer service engineer during his visit to the machine, had discussion with the operator of the machine to understand history of the problem. As per operator, instead of changing the wire harness, their team had cleaned all the couplers and connectors on the harness, and it was working fine. The harness was in good condition as well. Vermeer Engineer then inspected all couplers fitting locations and position of vise harness as per the electrical schematic. It was found that vise power cartridge coupler was wrongly fit. Upon connecting the coupler in right way, the issue was resolved.



In this case, minor problem was portrayed as bigger problem by local personnel due to lack of knowledge. Vermeer team fixed this by adopting systematic approach towards the problem.

**Conclusion** - By approaching company authorized service personnel, customer can achieve -

1. Faster and right resolution of problem
2. Avoid unnecessary expenses on wrong parts
3. Maximum availability of the machine